

**FRANKLIN COUNTY
DEPT of JOB and FAMILY SERVICES
80 E. Fulton Street
Columbus, Ohio 43215**

J O B A N N O U N C E M E N T

POSITION TITLE: Sr. Center Director
(Non-Bargaining) **PCN:** 101000

DEPARTMENT/Location: Northland Village **P. R.:** N21

REPORTS TO: Assistant Director

RESPONSIBILITIES: Provide efficient organization, supervision and administration of the assigned staff, employment education, training and other services for the Northland Village COC. Establish procedures and policies to effectively operate the department. Provide written and verbal guidance on policy and procedures to staff and the public. Interpret complex Federal and State rules and insure compliance with the HIPAA, confidentiality and other program requirements. Create and operate intake methodologies to support a hybrid organization. Create coordination methodologies across Northland's internal self-contained centers (i.e., OWF Center, Customer Access Center) for workflow processes. Intervene and resolve processing issues; insure staff accountabilities; implement and manage integral areas to insure quality customer service (i.e., Customer Access Center). Coordinate action on cases for individuals inquiring about or accessing services through the Customer Access Center to insure application processing standards; acts as a Gateway liaison with other centers. Review individual and unit performance indicators. Develop recognition for staff accomplishments for both individuals and teams; provide staff training on case management and customer service. Resolve escalated customer service issues that cannot be decided at a worker, supervisor or assistant level. Participate in state workgroups where multiple counties are represented to insure metropolitan county needs are identified and met and that include representation from multiple counties. Participate in community projects and workgroups and work with community social service agencies to identify and address the need of the Northland Village COC constituency. Conduct community outreach activities and coordinate with schools to provide services to LEAP participants. Responsible for interpretation and implementation of policies and procedures for all programs administered by the department; for components of the JOBS program. Responsible for all special projects and welfare reform initiatives approved for implementation. Review workload and production to distribute work, realign work, expectations, and priorities. Administer staff conferences and discipline. Attend meetings with executive staff to coordinate on agency policy, process, and projects. Responsible for collaboration and coordination with other Center Directors service organizations to achieve maximum program effectiveness, to provide for One-Stop-Shopping of services for program participants. Work cooperatively with all divisions in recruitment, selection and assignment of staff. Participate on committees within the agency to standardize performance and define operational requirements throughout the agency. Oversee the issuance of public assistance benefits programs.

MINIMUM QUALIFICATIONS: Bachelor's degree in business administration or related field with seven years of management experience; or any equivalent combination of training and experience.

STARTING SALARY: \$ 68,648.00 annually, 180 day probationary period.
Plus a Comprehensive Benefits Package

DATE POSTED: Friday, September 23, 2011

DEADLINE TO APPLY: Until filled.

If interested, please go to www.franklincountyohio.gov/Commissioners/hr and apply on-line.

-EOE-